

## **The Problem: Slow, Patchwork System**

Nova Scotians are off work longer than anywhere else in Canada, with over 1 million days lost each year to workplace injuries. That's your nurse, your construction worker, your first responder – the people we rely on.

### **Today, workers wait for care that slows recovery.**

- » Example: someone with a traumatic psychological injury waits an average of 42 days before starting treatment.
- » Many clinics do not offer virtual options.

### **Today, workers get care in a patchwork system.**

- » More than 500 providers operating separately.
- » Care varies among providers, even for similar injuries.
- » Overtreatment occurs. Example: Last year, the average number of treatments for a sprain was 30 compared to the 10 or fewer generally recommended.

## **A New Way Forward: Work-Connected Recovery**

**Things are changing.** Starting in 2026, we're taking another big step in helping workers recover from physical and psychological injuries and return to work with our new Work-Connected Recovery Program.

### **This program puts workers first – and that means:**

- » faster care and recovery
- » an easier system to navigate
- » same quality of care, no matter where they go
- » greater accountability.

### **Workers will have faster care and recovery.**

- » First contact within 48 hours of a referral, guaranteed.
- » Wait times for treatment reduced. Example: Wait time cut in half for traumatic psychological injury treatment.
- » Virtual care available.

### **Workers will more easily navigate the system.**

- » One simple way in, with easy access to the network.
- » Appointment reminders right to your phone.
- » App for appointments, at-home exercises, and wellness resources.

### **Workers will have the same quality of care, no matter where they go.**

- » Providers in more communities delivering care close to home.
- » Consistent care for the same types of injuries, with individualized care plans that integrate recovery and work.
- » Up to 12 months of follow up - more than twice the industry standard - to support recovery and reduce the risk of injury.

### **Workers will benefit from greater system accountability.**

- » Satisfaction surveys to track and improve the experience.
- » Consistent processes and systems that make it easier for everyone.
- » Clear standards in place for providers.

## **Better Together: About the Network**

Lifemark Health Group will lead the province-wide network of providers caring for workers.

### **Lifemark as a trusted partner:**

- » More than 25 years' experience across Canada.
- » Already cares for one-third of workers currently injured in Nova Scotia.
- » Clinics across Nova Scotia.

### **The province-wide partner network:**

- » Every provider is encouraged to apply to join the network.
- » All network providers will follow the same standards, use the same system, and receive the same fee.
- » Apply to join the network: [lifemark.ca/providers](https://lifemark.ca/providers)